

DMH Satisfaction Survey Results

Consumer Satisfaction - 2002

Alcohol and Drug Abuse Services/Comprehensive Psychiatric Services/Division of Mental Retardation & Developmental Disabilities - Family Forms

Demographics of Family Member Receiving Services

Person completing form provided demographics of their family member receiving services.

		Total Survey Returns ^a	Total ADA Family Forms	Total CPS Family Forms	Total MRDD Family Forms
SEX	Male	59.3%	59.4%	59.7%	59.1%
	Female	40.7%	40.6%	40.3%	40.9%
RACE	White	86.0%	80.4%	86.1%	87.6%
	Black	8.1%	13.0%	6.6%	7.4%
	Hispanic	1.8%	3.7%	1.9%	1.2%
	Native American	0.8%	0.4%	0.9%	0.9%
	Pacific Islander	0.4%	0%	0%	0.7%
	Alaskan	0%	0.2%	0%	0%
	Oriental	0.1%	0%	0.1%	0.1%
	Bi-Racial	2.3%	2.2%	3.9%	1.6%
	Other	0.4%	0%	0.4%	0.6%
AGE		22.00	22.10	18.83	23.55
	0-17	57.3%	61.8%	77.8%	45.7%
	18-49	35.2%	35.7%	14.9%	45.2%
	50+	7.4%	2.4%	7.4%	9.1%
^a The percents represents the demographics from the survey returns.					

Sample Size

*Information is based on number of returned forms
and number of people served according to DMH billing records.*

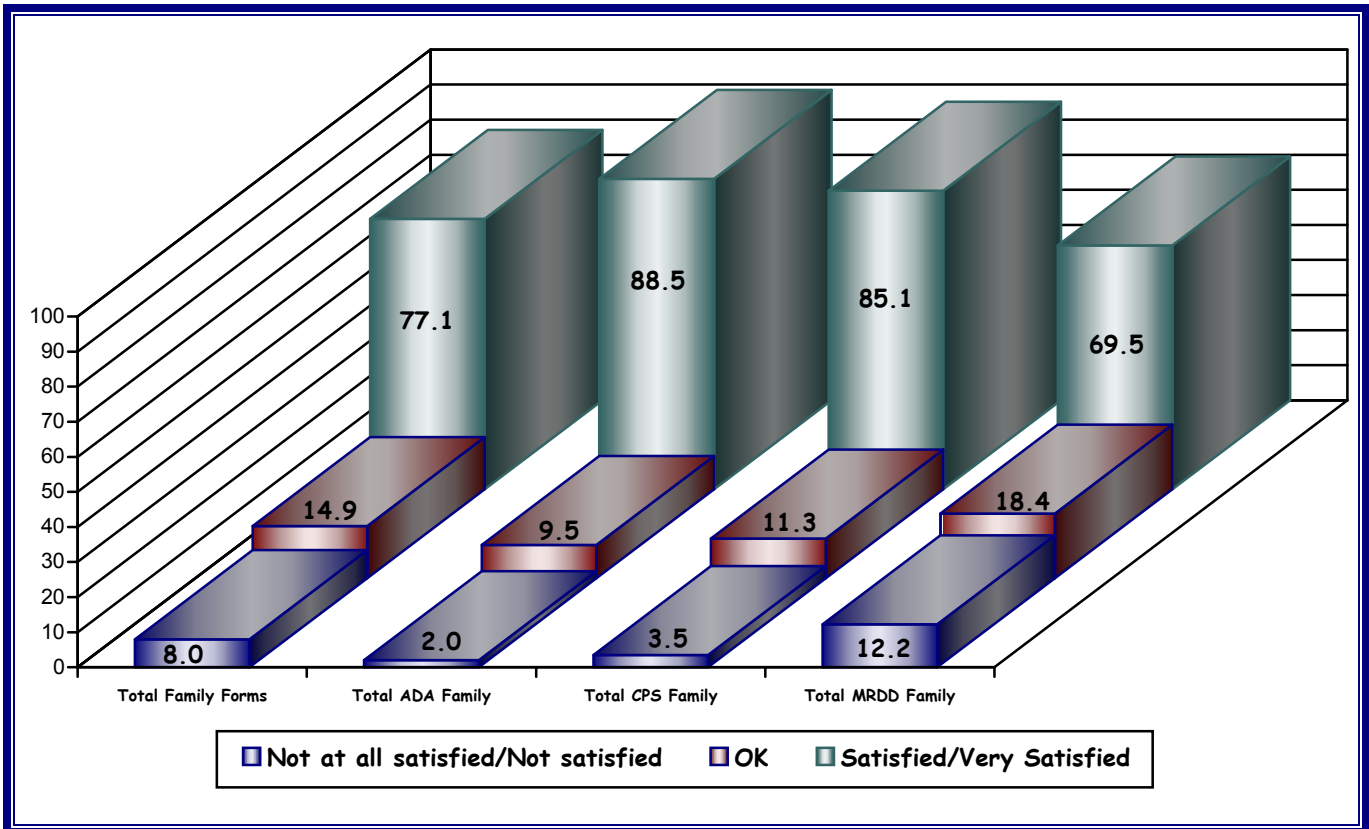
	Number of Forms Sent	Number of Forms Returned	Percent of Forms Sent Returned
Total Family Members	20509	2750	13.4%
Total ADA Family Members	3730	465	12.5%
Total CPS Family Members	6436	754	11.7%
Total MRDD Family Members	10343	1531	14.8%

Is Your Family Member's Life Better

One question on the family member survey addressed the issue of whether or not their family member's life has improved because of the services received. The following table shows the results of this question.

Is your family member's life "better" now than before s/he began receiving services?	Yes	No	Unsure
Total ADA/CPS/MRDD Family	1851 (72.0%)	212 (8.2%)	507 (19.7%)
Total ADA Family	335 (77.7%)	11 (2.6%)	85 (19.7%)
Total CPS Family	510 (71.8%)	30 (4.2%)	170 (23.9%)
Total MRDD Family	1006 (70.4%)	171 (12.0%)	252 (17.6%)

Overall Satisfaction with Services



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Statewide, 77.1% of family members of consumers served by the Division of Alcohol and Drug Abuse (ADA), the Division of Comprehensive Psychiatric Services (CPS), and the Division of Mental Retardation and Developmental Disabilities (MRDD) were "satisfied" or "very satisfied" with services.
- The satisfaction ratings for the Division of Alcohol and Drug Abuse (88.5%) were higher than the ratings for the Division of Comprehensive Psychiatric Services (85.1%) and the Division of Mental Retardation and Developmental Disabilities (69.5%).

Satisfaction with Services

How satisfied are you . . .	Total Family Survey Returns	Total Family ADA	Total Family CPS	Total Family MRDD
with the staff who serve your family member?	4.25 (2566)	4.38 (453)	4.44 (739)	4.10 (1374)
with how much your family member's staff know about how to get things done?	4.11 (2585)	4.28 (451)	4.30 (736)	3.95 (1398)
with how your family member's staff keep things about his/her life confidential?	4.40 (2584)	4.48 (453)	4.55 (728)	4.30 (1403)
that your family member's treatment plan has what he/she wants in it?	4.07 (2573)	4.29 (451)	4.28 (714)	3.90 (1408)
that your family member's treatment plan is being followed by those who assist him/her?	4.15 (2593)	4.39 (452)	4.33 (719)	3.98 (1422)
that the agency staff respect your family member's ethnic and cultural background?	4.41 (2437)	4.50 (436)	4.53 (696)	4.33 (1305)
with the services that your family member receives?	4.14 (2640)	4.43 (451)	4.37 (734)	3.95 (1455)
that services are provided for your family member in a timely manner?	4.05 (2432)	4.37 (236)	4.32 (735)	3.86 (1461)
with your family member's case manager?	4.10 (1466)	-	-	4.10 (1466)
that the staff treats your family member with respect, courtesy, caring and kindness?	4.47 (219)	4.47 (219)	-	-
that the environment is clean and comfortable?	4.46 (218)	4.46 (218)	-	-
with opportunities for exercise and relaxation?	4.31 (216)	4.31 (216)	-	-
that the meals are good, nutritious and in sufficient amounts?	4.25 (210)	4.25 (210)	-	-
with the childcare provided by the agency?	4.43 (7)	4.43 (7)	-	-
<p>The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The MR/DD ratings were only 3 points. Scale: 1=Not satisfied, 3=Unsure, 5=Very satisfied. The number in parentheses represents the number responding to this item.</p>				

Some of the key findings were:

- Statewide, family members of consumers served by the Division of Alcohol and Drug Abuse, the Division of Comprehensive Psychiatric Services, and the Division of Mental Retardation and Developmental Disabilities reported that they were satisfied with services. All ratings were at least a mean of 4.00 ("satisfied").
- The highest satisfaction rating among the questions that pertained to all facilities was with the staff's respect of ethnic and cultural backgrounds (mean of 4.41). The lowest satisfaction was with services being provided in a timely manner (mean of 4.05).
- The families whose members were served by the Division of Alcohol and Drug Abuse were most satisfied with the services received.

Satisfaction with Quality of Life

How satisfied are you ...	Total Survey Returns	Total ADA Family Forms	Total CPS Family Forms	Total MRDD Family Forms
with how your family member spends his/her day?	3.73 (2549)	3.76 (443)	3.51 (651)	3.82 (1455)
with where your family member lives?	4.26 (2490)	4.01 (443)	4.18 (647)	4.38 (1400)
with the amount of choices your family member has in his/her life?	3.70 (2502)	3.70 (447)	3.73 (650)	3.69 (1405)
with the opportunities/ chances your family member has to make friends?	3.61 (2527)	3.75 (448)	3.53 (655)	3.59 (1424)
with your family member's general health care?	4.07 (2542)	3.95 (449)	4.06 (655)	4.12 (1438)
with what your family member does during his/her free time?	3.53 (2513)	3.53 (447)	3.35 (651)	3.61 (1415)
with the opportunities your family member has had during the last year to do something that he/she is proud of?	3.85 (1377)	-	-	3.85 (1377)
How safe do you feel ...				
your family member is in his/her facility?	4.57 (220)	4.57 (220)	-	-
your family member is in his/her home/agency?	4.46 (2583)	4.27 (451)	4.40 (665)	4.54 (1467)
your family member is in his/her neighborhood?	4.16 (2564)	4.00 (450)	4.08 (663)	4.25 (1451)
<p>The first number represents a mean rating. Scale: (<i>How satisfied are you...</i>): 1=Not at all satisfied . . . 5=Very satisfied. Scale: (<i>How safe do you feel...</i>): 1=Not at all safe . . . 5=Very safe. The MR/DD ratings were only 3 points. Scale: 1=Not satisfied, 3=Unsure, 5=Very satisfied. The second number represents the number responding to this item.</p>				

Some of the key findings were:

- The family member's responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services.
- The highest satisfaction rating among the questions that pertained to all facilities was with safety in the home (mean of 4.46). Family members were least satisfied with what the consumer did during his/her free time (mean of 3.53).